

JOB POSTING

POSITION POSTING:	Massachusetts Teachers' Retirement System
FUNCTIONAL TITLE:	Service Representative
ADDRESS:	500 Rutherford Ave., Suite 210, Charlestown, MA 02129
STARTING SALARY:	\$41,952

The Massachusetts Teachers' Retirement System (MTRS) is the pension plan for the Commonwealth's public school educators. The plan provides retirement, disability and survivor benefits to more than 55,000 recipients and maintains and services retirement accounts for more than 88,000 active members and 10,000 inactive members. On a monthly basis, the MTRS collects contributions and related data for all active members from more than 400 local school districts.

GENERAL STATEMENT OF DUTIES

Under the general supervision of the Director of Service Credit Administration, the Service Representative assists members of the Massachusetts Teachers' Retirement System (MTRS) by:

- Responding professionally to a variety of written, telephone, and in-person inquiries from members, employers and other constituents in assigned parameters
- Calculating and processing service purchase applications
- Assisting members with creditable service estimates, benefit estimates and other retirement planning needs
- Assisting members at educational seminars both on site and off site as needed
- Efficiently implementing assigned areas of unit workflow
- Performing calculations, specialized services, and administrative functions as needed to ensure efficient workflow
- Continuing to acquire knowledge of Chapter 32, state and federal regulations, and case law as they relate to the work of the unit
- Providing assistance to active members, retirees, and survivors as required
- Participating fully in all agency projects, meetings and training programs as assigned

QUALIFICATIONS REQUIRED

- Bachelor's degree in related field preferred, or equivalent relevant experience
- Excellent mathematical and analytical skills
- Must be detail oriented, organized and accurate
- Desire to work in an environment committed to teamwork and quality service
- Ability to communicate effectively and professionally both orally and in writing
- Ability to interpret and apply retirement laws and regulations
- Ability to follow instructions and function both independently and as a member of a team
- Ability to maintain harmonious relationships with the membership, employers, other members of the public and MTRS staff
- Must be flexible and able to handle a multitude of tasks
- Proficiency with Microsoft Office Suite
- Proficiency with database applications

APPLICATION PROCESS

You must apply online at www.mass.gov. Under the search option, type in *Mass Careers* and then choose *Find Your Future Commonwealth Job*. This will direct you to *MassCareers*. Once in the *MassCareers* site, you can attach your résumé and cover letter, which should be addressed to:

Robert G. Fabino, Director of Human Resources
Massachusetts Teachers' Retirement System
500 Rutherford Avenue, Suite 210
Charlestown, MA 02129-1628

Please no calls, e-mails or faxes. Applicants must submit a cover letter addressing how their individual skill set will make them successful in the position.

Selected applicants will be invited to take a test designed to evaluate their basic math, writing and computer skills. The MTRS is an equal opportunity employer.

First consideration will be given to those applicants that apply within the first 14 days.